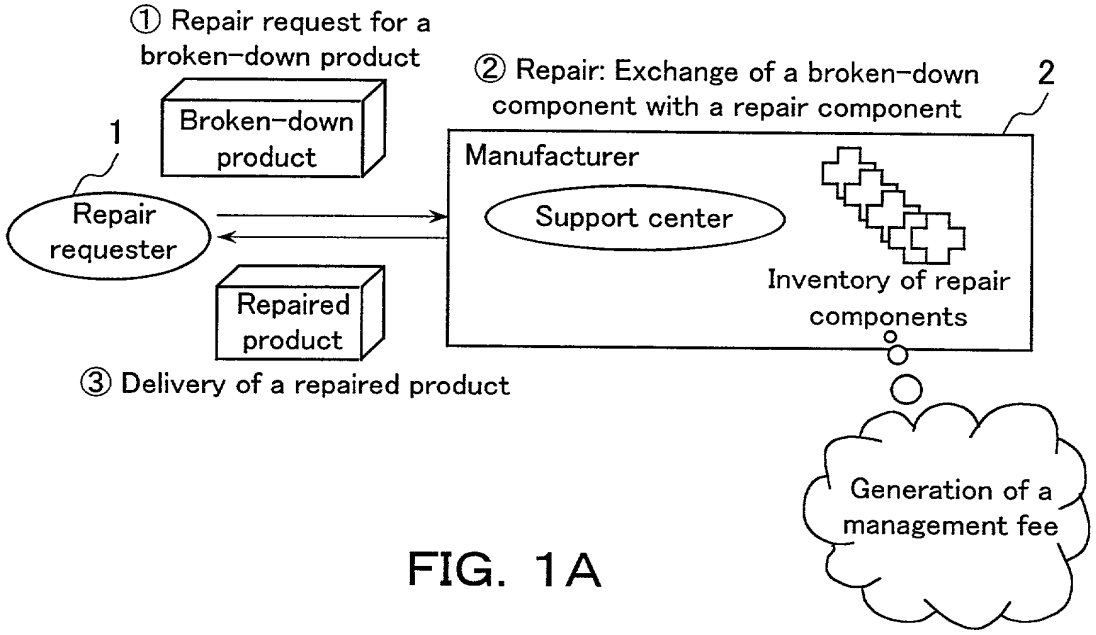

① Repair request for a broken-down product
Broken-down product
1
Repair requester
② Repair: Exchange of a broken-down component with a repair component
2
Manufacturer
Support center
Inventory of repair components
Repaired product
③ Delivery of a repaired product
Generation of a management fee

FIG. 1A

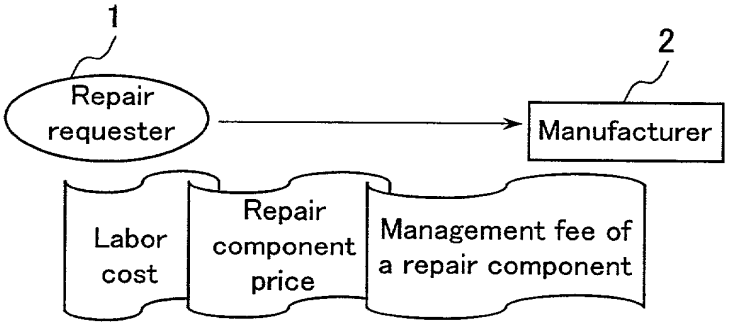

1
Repair requester
2
Manufacturer
Labor cost
Repair component price
Management fee of a repair component

FIG. 1B

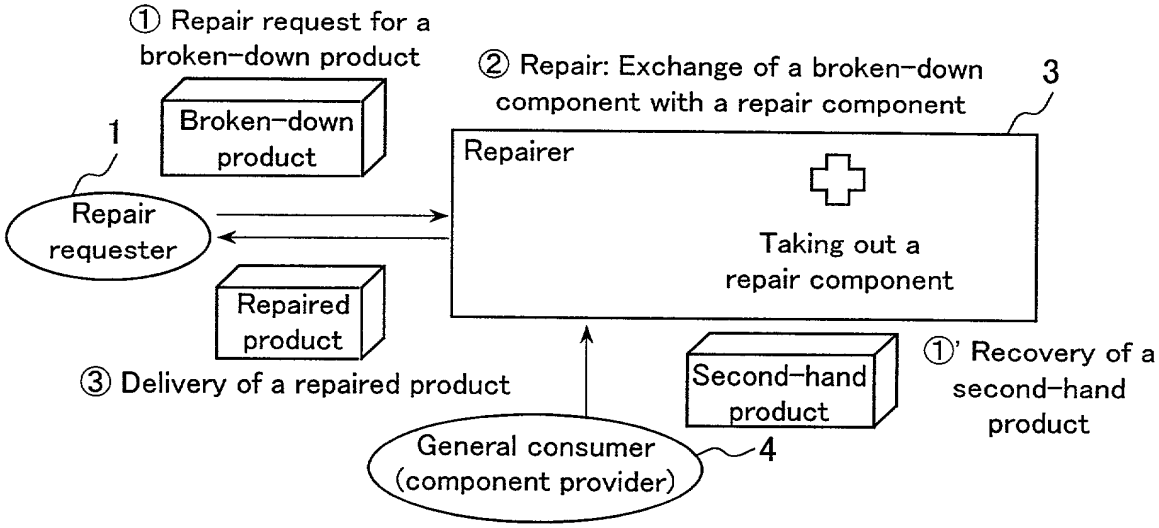

① Repair request for a broken-down product
Broken-down product
1
Repair requester
② Repair: Exchange of a broken-down component with a repair component
3
Repairer
Taking out a repair component
Repaired product
③ Delivery of a repaired product
Second-hand product
① Recovery of a second-hand product
General consumer (component provider)
4

FIG. 2A

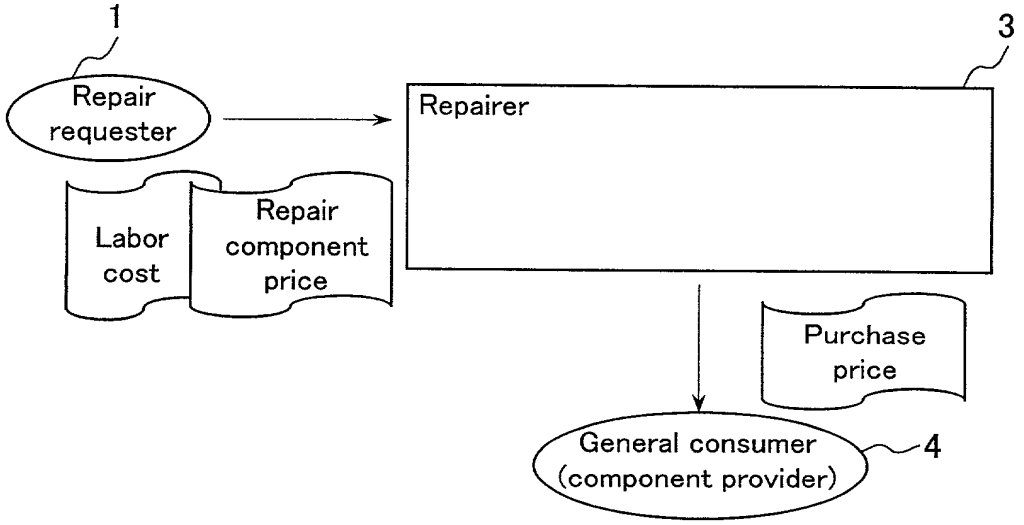

1
Repair requester
3
Repairer
Labor cost
Repair component price
Purchase price
General consumer (component provider)
4

FIG. 2B

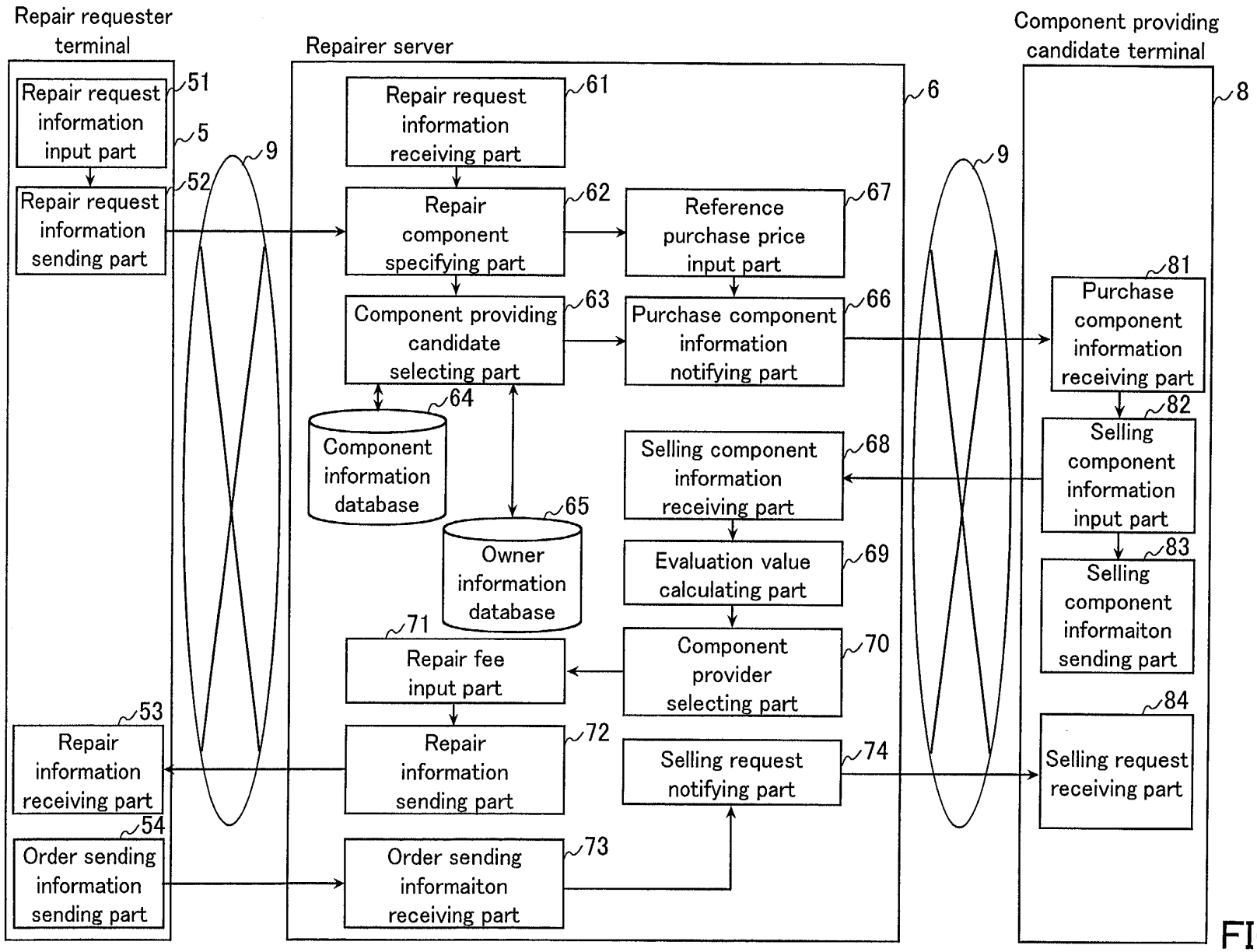

Repair requester terminal
Repairer server
Component providing candidate terminal
Repair request information input part
Repair request information sending part
Repair information receiving part
Order sending information sending part
Repair request information receiving part
Repair component specifying part
Component providing candidate selecting part
Component information database
Owner information database
Repair fee input part
Repair information sending part
Order sending information receiving part
Reference purchase price input part
Purchase component information notifying part
Selling component information receiving part
Evaluation value calculating part
Component provider selecting part
Selling request notifying part
Purchase component information receiving part
Selling component information input part
Selling component informaiton sending part
Selling request receiving part
51
52
53
54
5
9
61
62
63
64
65
71
72
73
6
67
66
68
69
70
74
81
82
83
84
8

FIG. 3

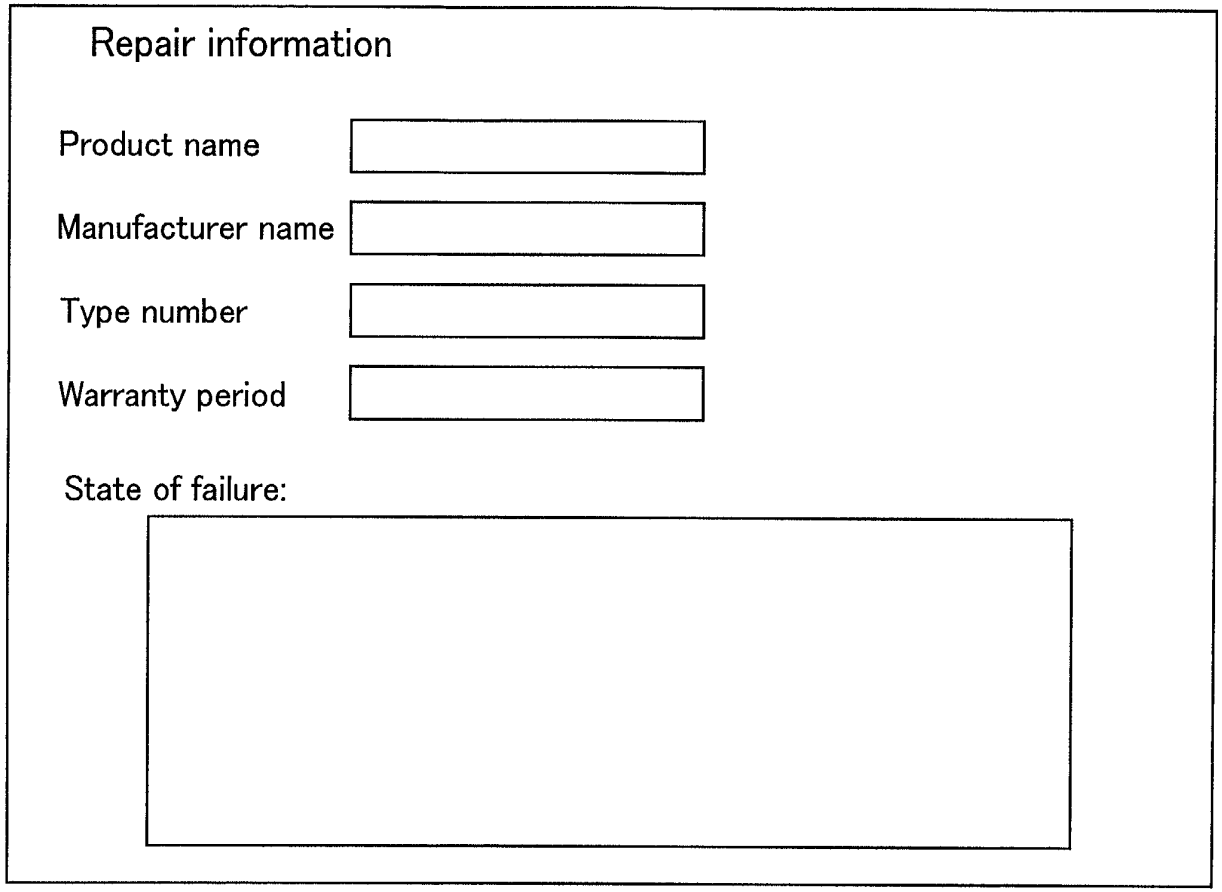
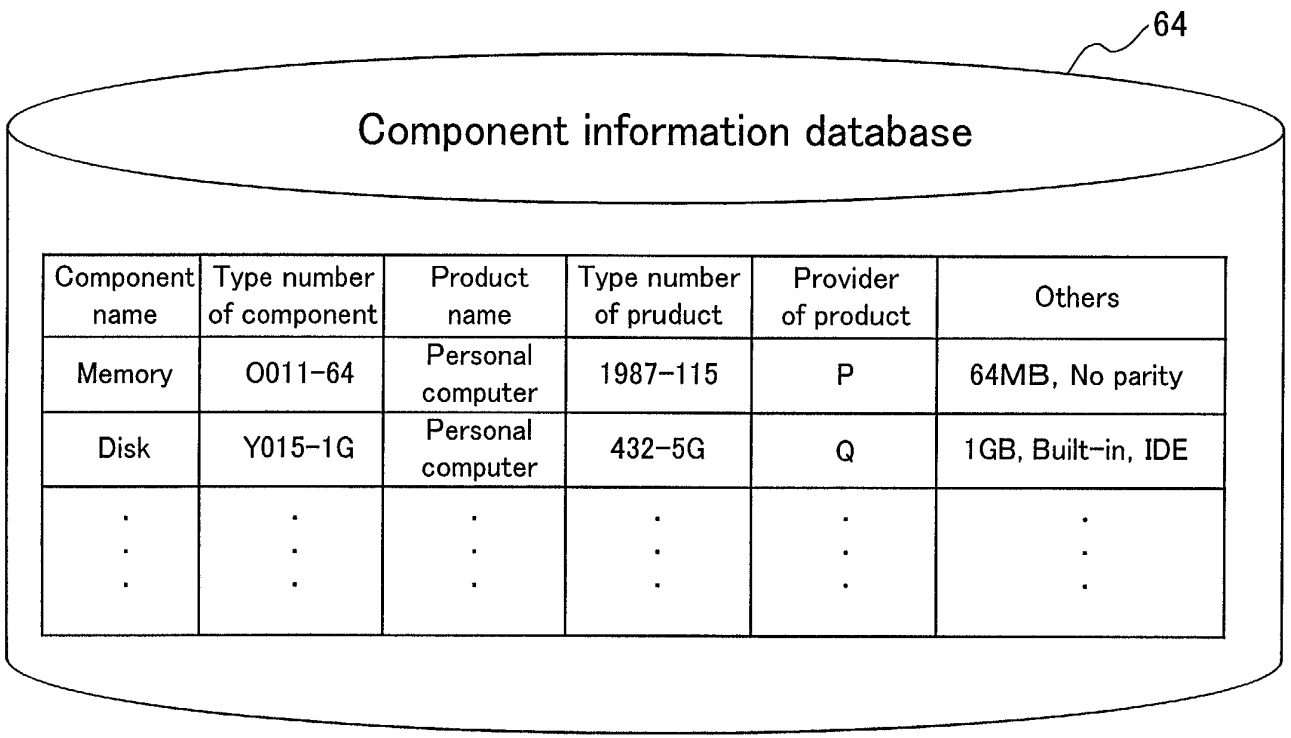

Repair information
Product name
Manufacturer name
Type number
Warranty period
State of failure:

FIG. 4

FOT260 "EP695660



Component name	Type number of component	Product name	Type number of pruduct	Provider of product	Others
Memory	O011-64	Personal computer	1987-115	P	64MB, No parity
Disk	Y015-1G	Personal computer	432-5G	Q	1GB, Built-in, IDE
. . .	. . .	. . .	. . .	. . .	. . .

FIG. 5

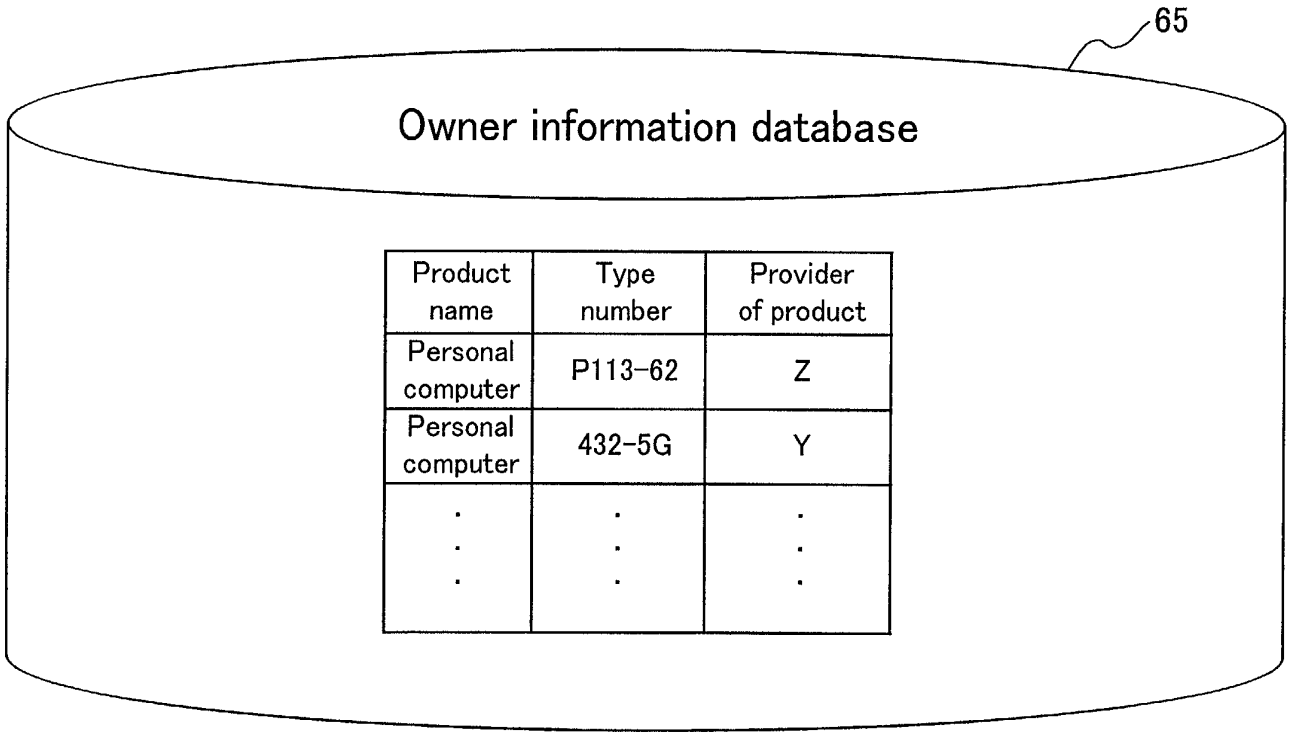

65
Owner information database
Product name
Type number
Provider of product
Personal computer
P113-62
Z
Personal computer
432-5G
Y

FIG. 6

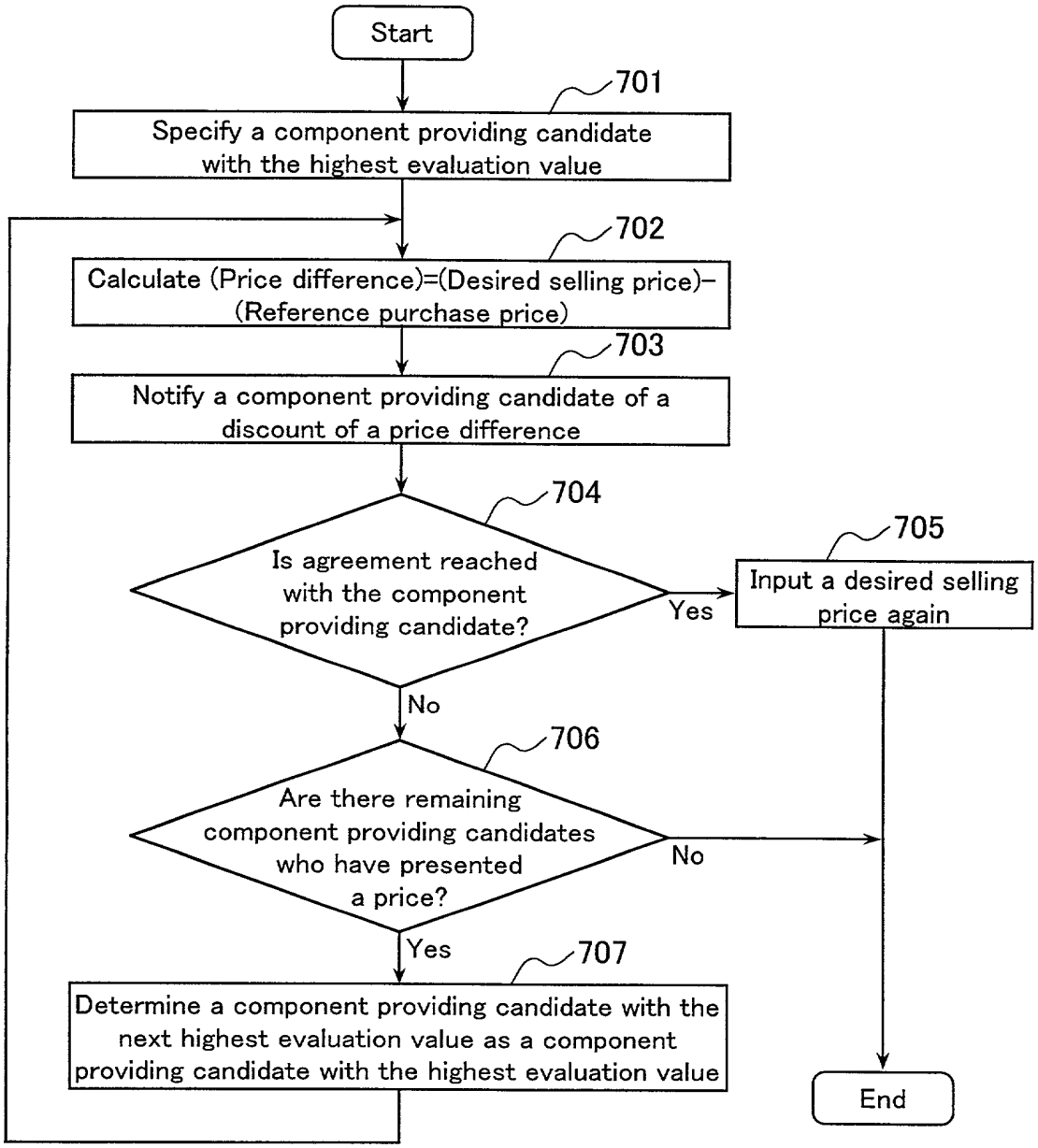

Start
701
Specify a component providing candidate with the highest evaluation value
702
Calculate (Price difference)=(Desired selling price)−(Reference purchase price)
703
Notify a component providing candidate of a discount of a price difference
704
Is agreement reached with the component providing candidate?
Yes
705
Input a desired selling price again
No
706
Are there remaining component providing candidates who have presented a price?
No
Yes
707
Determine a component providing candidate with the next highest evaluation value as a component providing candidate with the highest evaluation value
End

FIG. 7

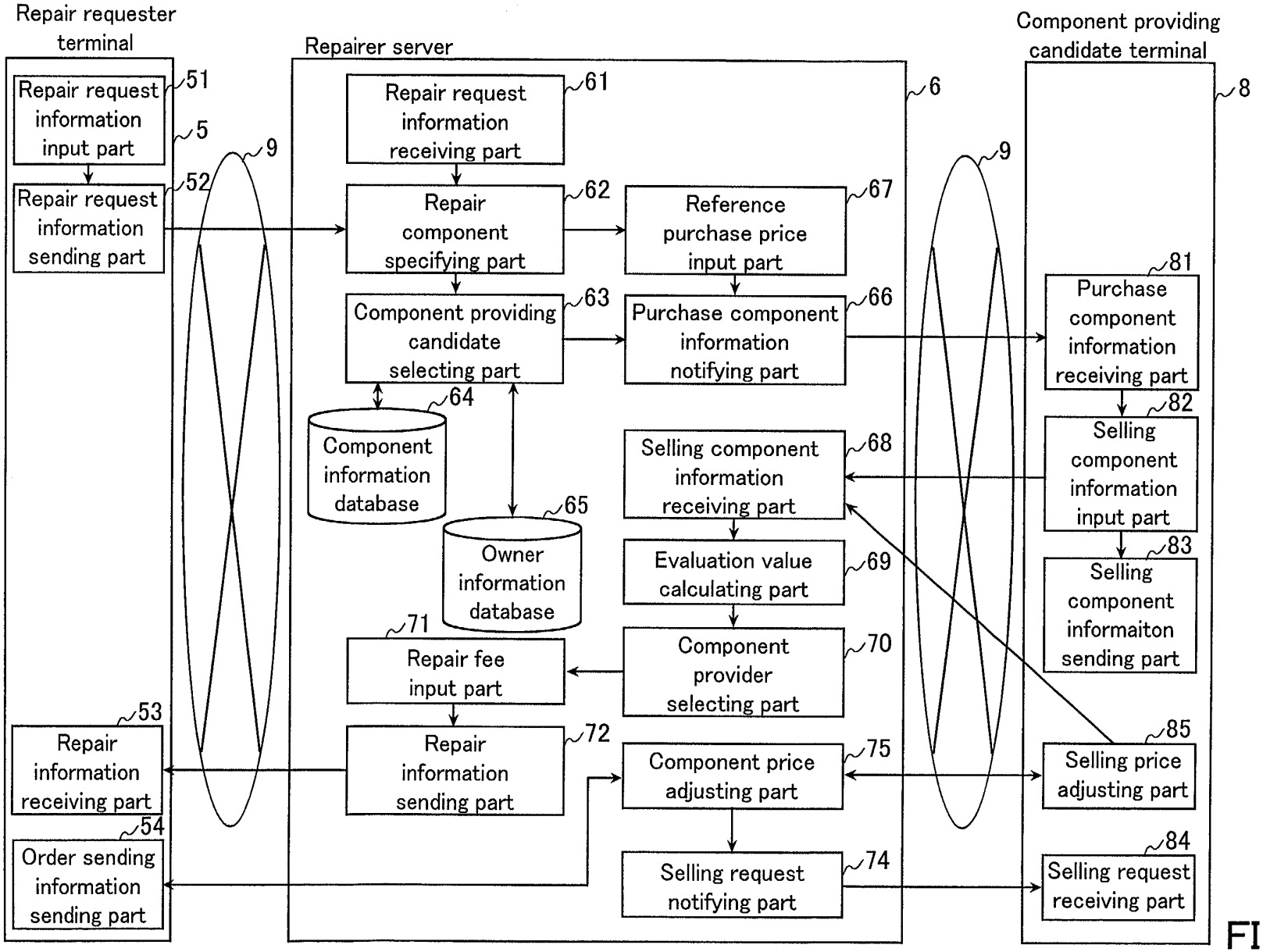

Repair requester terminal
Repair request information input part
51
5
Repair request information sending part
52
9
Repairer server
Repair request information receiving part
61
6
Repair component specifying part
62
Component providing candidate selecting part
63
64
Component information database
65
Owner information database
Repair fee input part
71
Repair information sending part
72
Reference purchase price input part
67
Purchase component information notifying part
66
Selling component information receiving part
68
Evaluation value calculating part
69
Component provider selecting part
70
Component price adjusting part
75
Selling request notifying part
74
Component providing candidate terminal
8
9
81
Purchase component information receiving part
82
Selling component information input part
83
Selling component informaiton sending part
85
Selling price adjusting part
84
Selling request receiving part
53
Repair information receiving part
54
Order sending information sending part

FIG. 8

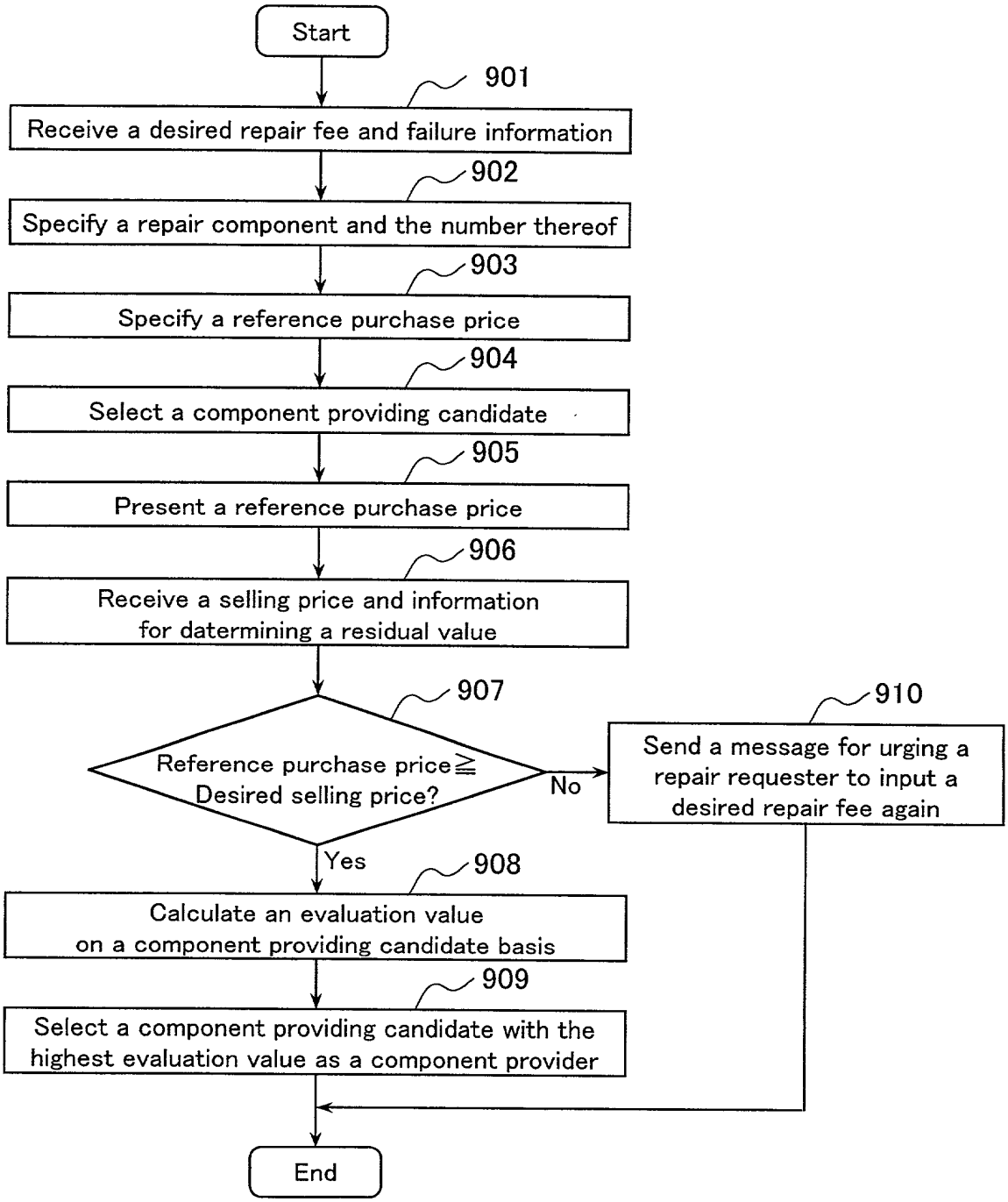

Start
901
Receive a desired repair fee and failure information
902
Specify a repair component and the number thereof
903
Specify a reference purchase price
904
Select a component providing candidate
905
Present a reference purchase price
906
Receive a selling price and information for datermining a residual value
907
Reference purchase price ≧ Desired selling price?
No
910
Send a message for urging a repair requester to input a desired repair fee again
Yes
908
Calculate an evaluation value on a component providing candidate basis
909
Select a component providing candidate with the highest evaluation value as a component provider
End

FIG. 9

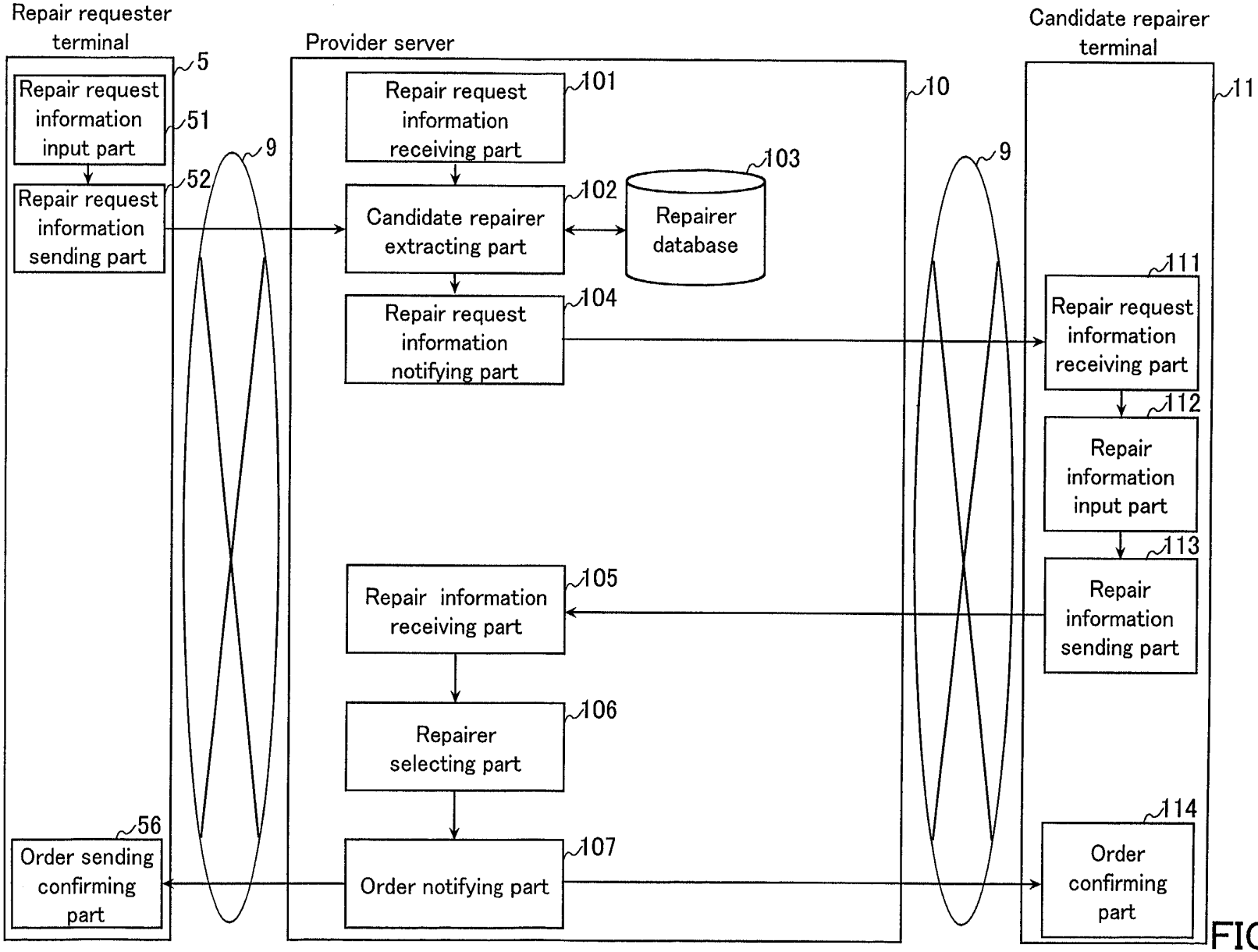

Repair requester terminal
5
Repair request information input part
51
Repair request information sending part
52
9
Provider server
Repair request information receiving part
101
Candidate repairer extracting part
102
Repairer database
103
Repair request information notifying part
104
Repair information receiving part
105
Repairer selecting part
106
Order notifying part
107
10
9
Candidate repairer terminal
11
Repair request information receiving part
111
Repair information input part
112
Repair information sending part
113
Order confirming part
114
56
Order sending confirming part

FIG. 10

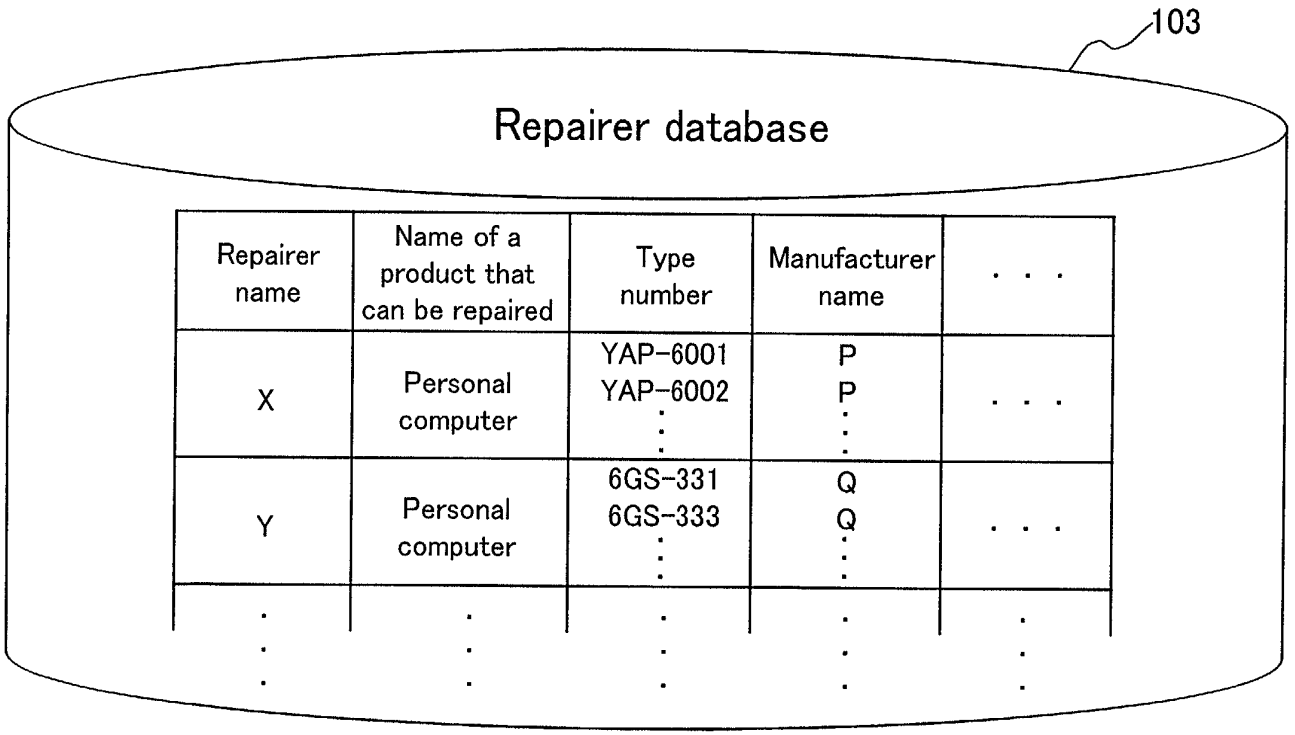

103
Repairer database
Repairer name
Name of a product that can be repaired
Type number
Manufacturer name
X
Personal computer
YAP-6001
YAP-6002
P
P
Y
Personal computer
6GS-331
6GS-333
Q
Q

FIG. 11

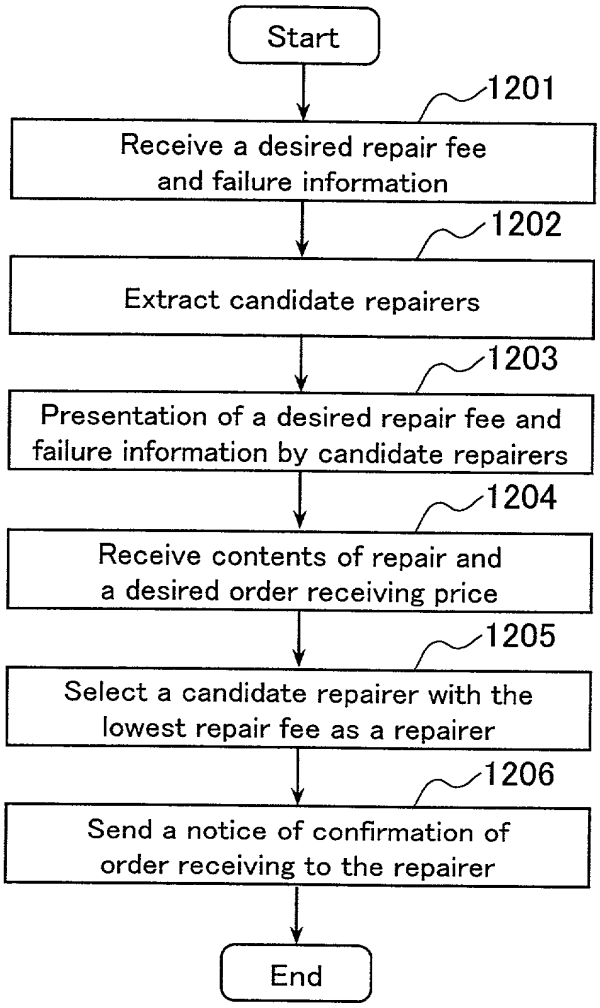

Start
1201
Receive a desired repair fee and failure information
1202
Extract candidate repairers
1203
Presentation of a desired repair fee and failure information by candidate repairers
1204
Receive contents of repair and a desired order receiving price
1205
Select a candidate repairer with the lowest repair fee as a repairer
1206
Send a notice of confirmation of order receiving to the repairer
End

FIG. 12

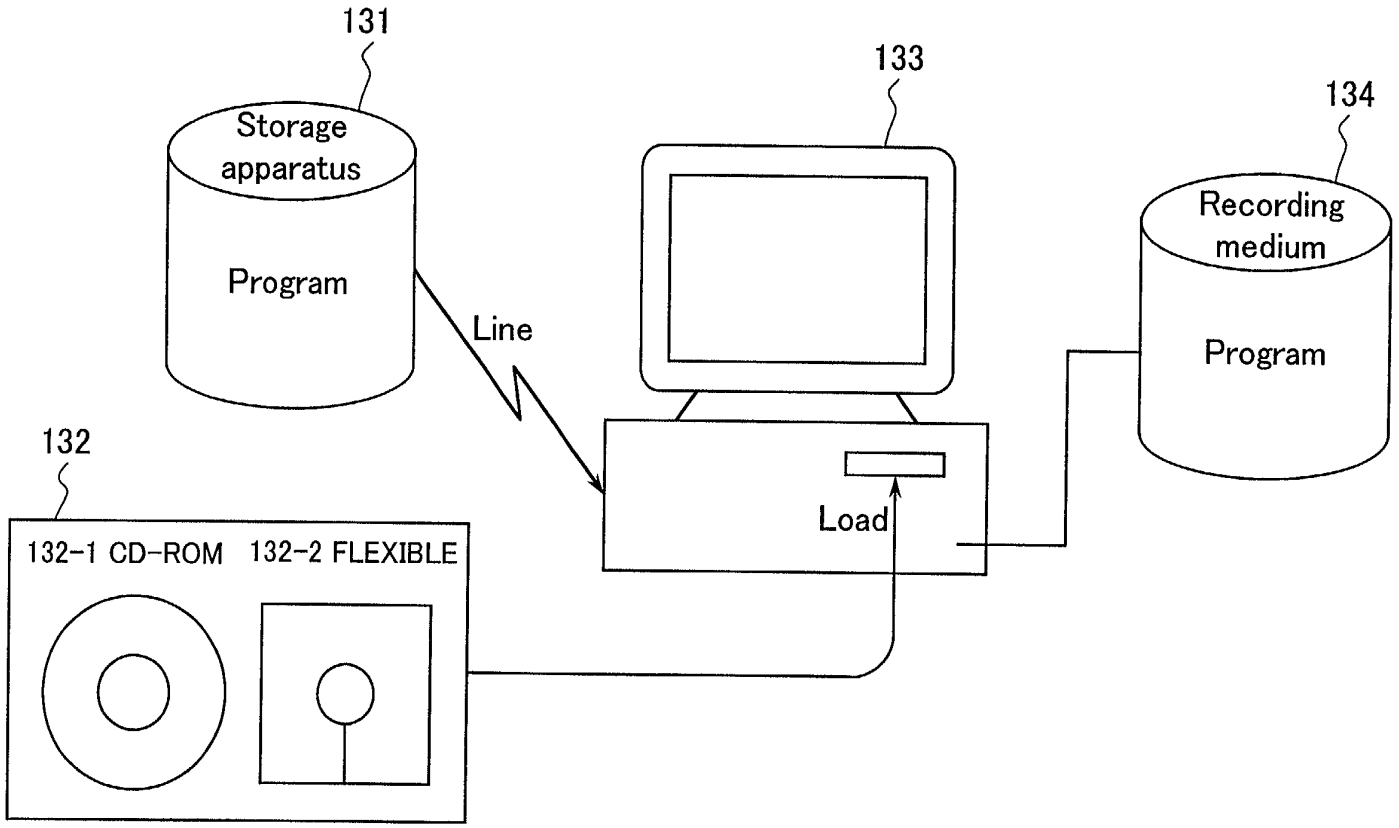

131
Storage apparatus
Program
133
134
Recording medium
Program
Line
132
132-1 CD-ROM
132-2 FLEXIBLE
Load

FIG. 13